

Position Description

CORPORATE INFORMATION

Position title	Officer Venue Support (Casual)		
Directorate	Community Sustainability	Branch/Section/Unit	Community and Commercial
Position number	1543	Level	3 (plus loading)
Award	Queensland Local Government Industry (Stream B) Award – State 2017 Division 2, Section 4		
Line Manager	Senior Officer Venue Services (or delegate)		
Direct reports	N/A		
Indirect Reports	N/A		

SCOPE OF POSITION

Position Summary

This position supports the smooth operation of events and functions hosted at Council venues, including quality customer service, liaison with hirers, physical set up and presentation of spaces.

Key Responsibilities of the Role

- Provide appropriate support services for the smooth operation of events, community activities and functions for the two venues.
- Liaise with users, hirers and potential hirers on the day of the event to confirm setup requirements and assist with building access.
- Provide high quality customer service to hirers and visitors within the venues.
- Ensure that all keys are returned as per hiring procedures after an event and inspect the venue to ensure that the facility is left neat and clean.
- Physically arrange and move furniture and equipment for the hire of room and facilities.
- Ensure venue public amenities are clean, presentable and ready for public use
- Ensure that the venues are clean and set up ready for functions, including correct table and chair configurations, technical equipment in working order, catering requirements met and other specified requirements for the booking.
- Ensure that the centre/building is secured at the end of the day/function.

- Advise the Venue Operations Officer if hirers or users have failed to adequately clean up after an event, not met the requirements of the hiring conditions or caused damage to the facility of surrounds.
- Maintain security and safety within community facilities by limiting access of guests to only public areas of the building during functions and ensuring all users have left the building before securing the venues at the end of the day or functions.
- Ensure hirers use of the building complies with Council's workplace health and safety requirements
- Maintain an adequate stock of cleaning materials and toilet supplies.
- Maintain an adequate stock of coffee, tea, sugar, stirrers and milk for the use in meeting rooms and kitchenettes.
- Assist with vehicle management in carpark as required for large events
- Act as Warden in the event of a fire or emergency in the venue and ensure the safe evacuation of hirers and the public if required.
- Advise the Venue Operations Officer immediately of relevant safety and security matters.
- Assist with bar service, as required.

Mandatory Licence/Competency (Ticket) Requirements

- N/A

Desirable Licence/Competency (Ticket) Requirements

- First Aid Certificate
- Responsible Service of Alcohol
- Food Handling Awareness Training

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in the delivery of direct service and support to clients for functions or events.
- Demonstrated experience working within a small team environment contributing to team targets/goals as well as work efficiently and effectively autonomously.
- Demonstrated well developed verbal communication skills in order to communicate effectively with people across Council and the community.
- Experience in a venue services.
- Demonstrated experience and ability to physically set up rooms including moving tables and chairs in accordance with all Work Health and Safety policies and procedures.

Desirable Knowledge/Skills/Qualifications Criteria

- Experience and knowledge in setting up audio/visual, computer or sound system equipment.
- Experience and knowledge in fire and emergency evacuation procedures

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- An ability to frequently exert a force up to 20kg whilst pushing, pulling, lifting or carrying an object or equipment.
- An ability to occasionally lift or carry objects or equipment up to 25kg.
- An ability to frequently stand for periods of two hours and occasionally walk on sloping, uneven or slippery surfaces whilst using equipment or carrying objects up to 20kg.
- An ability to kneel or crawl in a bent position whilst exerting force up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Regular out of hours work including weekends.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

Position Description

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.